

Great Benefits and Generous Salary!

- Starting salary \$32,808–\$42,720
- Excellent medical, dental and vision coverage
- 11 paid holidays
- Sick and vacation leave
- Retirement plans

We are offering full-time positions. Our offices are open from 8:00 AM to 5:00 PM Monday through Friday. Alternate work hours are available depending on office coverage needs.

We Do Not Discriminate This is our practice and policy: Our agency and contractors do not discriminate against any person because of race, color, national origin, sex, age, religion, creed, or Vietnam Era Veteran status, or by any physical, mental, or sensory disability.

DCS has 11 offices serving Washington State:

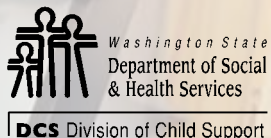
Everett	800-729-7580
Fife	866-243-4449
Kennewick	800-345-9981
Lacey	800-345-9964
Olympia HQ	800-457-6202
Seattle	800-526-8658
Spokane	800-345-9982
Tacoma	800-345-9976
Vancouver	800-345-9984
Wenatchee	800-535-1113
Yakima	800-411-0859

For more information about DCS:

Website: www.childsupportonline.wa.gov

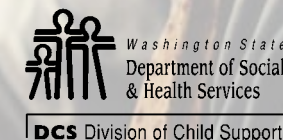
E-mail: dcscru@dshs.wa.gov

Call: 800-457-6202



Become A Support Enforcement Officer

It's Worth it.



What is the Division of Child Support (DCS)? DCS is:

- Part of the Washington State Department of Social and Health Services (DSHS) and a
- Nationally top ranked, technologically premier child support enforcement organization.

What are the job duties of a Support Enforcement Officer (SEO)?

SEOs work in teams. They manage child support caseloads and communicate with customers on the phone, in the office, and in writing.

SEOs also:

- Collect child support by:
 - *Enforcing Superior Court Orders, and*
 - *Setting-up (establishing) and enforcing administrative orders.*
- Enforce Medical coverage and collect daycare expenses.
- Send cases to Prosecuting Attorneys for:
 - *Child support, and paternity establishment, and changing (modifying) orders.*
- Send requests to hearings and Conference Boards when customers disagree with enforcement actions.
- Explain:
 - *Federal and state laws,*
 - *Policies, procedures, and*
 - *Other legal decisions.*

- Use the most advanced tools to find persons owing child support.
- Listen to customers and respond to customer concerns.

What does DCS look for in an employee?

Integrity, initiative, commitment to customer service, willingness to talk and work with people, and the ability to:

- Solve problems.
- Communicate and manage multiple tasks. And,
- Make independent decisions.

For more information about SEO qualifications go on line to www.careers.wa.gov.

How do I apply?

1. Go on line to the Washington State Department of Personnel (DOP) Web Site www.careers.wa.gov.
2. Create an employee profile.
3. Apply for the Support Enforcement Officer 1 posting (*0127*) and answer the questions.

If you qualify, DOP arranges for you to take the test. If you have questions:

- Call: 360-664-1960.
- E-mail: information@dop.wa.gov
- Web Site: www.dop.wa.gov

Check the web site often to “view the listing of available jobs,” for open positions. Apply directly for each location.

The Test:

The test measures how you follow directions and solve analytical and math problems. It also measures reading understanding and writing skills. Bring a calculator and picture ID.

- Arrive 15 minutes before the test.
- Anyone arriving after the start of the test is not admitted.

What happens after the test?

Go to the web site to find your test score. If you have a passing score and a position is available, we call and schedule an interview. Your profile, resume and cover letter determine if you are asked to interview.

What training can I expect?

SEOs are assigned a lead worker who is your main trainer and coach. Training by reading, lectures, exercises, and casework covers all federal and state program information. The lead worker reviews your work during the 12-month probationary period and beyond as needed.

What is an SEO's work schedule?

SEOs work 40 hours a week Monday through Friday. SEOs are covered by a Collective Bargaining Agreement with the Washington Federation of State Employees and are required to join the Federation.

Newly hired SEOs are called SEO 1s. SEO 1s passing their one year probation automatically become SEO 2s.

We are passionate about helping children and families become financially secure and independent. For more information about our work go to www.childsupportonline.wa.gov